



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Notice of Data Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Thank you for allowing Renew Wellness, LLC (“Renew”) to serve you. Because we take client privacy seriously, we write to tell you about a recent potential data security incident that may have affected your personal information. Please read this letter carefully.

What happened?

On January 23, 2020, two of our counselors’ cell phones were stolen from Renew’s office. The phones had access to Renew’s Gmail account, which had some messages containing personal information for some clients. The phones were not secured by password and could have been accessed by the person who took them. However, we immediately notified the cellular carriers, who blocked cellular access to the phones within hours after the theft. Our investigation has thus revealed no evidence that your personal information was actually accessed by any unauthorized person, but we have chosen to notify all potentially affected individuals about this incident out of an abundance of caution.

What information was involved?

The Gmail account potentially accessible on the two cell phones included messages containing names, addresses, telephone numbers, email addresses, and in some cases medical diagnosis information of some of Renew’s clients used for billing purposes, as well as some appointment dates. In a small percentage of cases there could also have been Social Security numbers and financial account or card numbers in the Gmail account.

What we are doing.

After having service to the stolen phones disconnected, we obtained new phones for the counselors and have ensured that they are now secured by password. In an abundance of caution, we also are notifying all individuals whose information may have been accessible on the phones during the short period of time before they were blocked.

To help relieve concerns and restore confidence following this incident, we also have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and its team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://krollbreach.idmonitoringservice.com> to activate and take advantage of your identity monitoring services.

*You have until **June 21, 2020** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

Additional information describing your services is included with this letter.

What you can do.

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For more information.

If you have questions, please call our dedicated hotline number, 1-800-741-5716, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

Safeguarding your information is important to us. We are very sorry for any concern or inconvenience this incident may cause or may have caused you. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,



Barb Nelson, LCPC
Licensed Clinical Professional Counselor
Renew Wellness Center Co-Owner



Stacy Peterson, LCPC
Licensed Clinical Professional Counselor
Renew Wellness Center Co-Owner

Additional Steps to Help Protect Your Information

Review personal account statements and credit reports. We recommend that you remain vigilant by reviewing personal account statements and monitoring credit reports to detect any errors or unauthorized activity. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call (877) 322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months. If you discover any suspicious items, you should report any incorrect information on your report to the credit reporting agency. The names and contact information for the credit reporting agencies are:

Equifax	Experian	TransUnion
1-866-766-0008	1-888-397-3742	1-800-680-7289
P.O. Box 105069	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com

Report suspected fraud. You have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You should report suspected incidents of identity theft to local law enforcement, your state's Attorney General, and/or the Federal Trade Commission.

Place Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. Starting September 21, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. To place a security freeze, contact the nationwide credit reporting agencies by phone or online. For more information, visit <https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>.

Place a Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. Starting September 21, 2018, you can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too. To place a security freeze, contact the nationwide credit reporting agencies by phone or online. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee. Also, do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock. For more information, visit <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

Change Online Account Credentials. If the information involved in this incident included credentials used to access any of your online accounts, such as a username, password, PIN, or answer security question, you should to promptly change your username, password, PIN, security question and answer, or other access credentials and take other appropriate steps to protect all online accounts for which you use the same credentials.

Obtain additional information about the steps you can take to avoid identity theft from the following entities:

- **California Residents:** Visit the California Office of Privacy Protection, www.privacy.ca.gov, for additional information on protection against identity theft.
- **Iowa Residents:** Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, (515) 281-5164.
- **Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, (502) 696-5300.
- **Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, (888) 743-0023.
- **North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.com, (919) 716-6400.

- **Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us, (877) 877-9392.
- **Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, (401) 274-4400.
- **All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.ftc.gov, 1-877-IDTHEFT (438-4338).

Know Your Rights Under the Fair Credit Reporting Act. The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. You have certain rights under the FCRA, which you can read about by visiting <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> and <https://www.consumer.ftc.gov/articles/0070-credit-and-your-consumer-rights>. These rights include: (1) You must be told if information in your file has been used against you; (2) You have the right to know what is in your file (you “file disclosure”); (3) You have the right to ask for a credit score; (4) You have the right to dispute incomplete or inaccurate information; (5) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (6) Consumer reporting agencies may not report outdated negative information; (7) Access to your file is limited to people with a valid need; (8) You must give your consent for reports to be provided to employers; (8) You may limit “prescreened” offers of credit and insurance you get based on information in your credit report; (9) You may seek damages from violators; and (10) identity theft victims and active duty military personnel have additional rights. For more information, visit www.ftc.gov/credit. States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.



<<Date>> (Format: Month Day, Year)

Parent or Guardian of

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Notice of Data Breach

Dear < Parent or Guardian of <first_name>> <<middle_name>> <<last_name>> <<suffix>> ,

Thank you for allowing Renew Wellness, LLC (“Renew”) to serve your minor. Because we take client privacy seriously, we write to tell you about a recent potential data security incident that may have affected your minor’s personal information. Please read this letter carefully.

What happened?

On January 23, 2020, two of our counselors’ cell phones were stolen from Renew’s office. The phones had access to Renew’s Gmail account, which had some messages containing personal information for some clients. The phones were not secured by password and could have been accessed by the person who took them. However, we immediately notified the cellular carriers, who blocked cellular access to the phones within hours after the theft. Our investigation has thus revealed no evidence that your minor’s personal information was actually accessed by any unauthorized person, but we have chosen to notify all potentially affected individuals about this incident out of an abundance of caution.

What information was involved?

The Gmail account potentially accessible on the two cell phones included messages containing names, addresses, telephone numbers, email addresses, and in some cases medical diagnosis information of some of Renew’s clients used for billing purposes, as well as some appointment dates. In a small percentage of cases there could also have been Social Security numbers and financial account or card numbers in the Gmail account. This incident may have involved this kind of information associated with your minor. As a result, your minor’s personal information may have been potentially exposed to others. Please be assured that we have taken every step necessary to address the incident.

What we are doing.

After having service to the stolen phones disconnected, we obtained new phones for the counselors and have ensured that they are now secured by password. In an abundance of caution, we also are notifying all individuals whose information may have been accessible on the phones during the short period of time before they were blocked.

To help relieve concerns and restore confidence following this incident, we also have secured the services of Kroll to provide Minor Identity Monitoring, Fraud Consultation, and Identity Theft Restoration at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Additional information describing your services is included with this letter.

Minor Identity Monitoring instructions.

Visit <https://krollbreach.idmonitoringservice.com> to activate and take advantage of Minor Identity Monitoring.

You have until **June 21, 2020** to activate monitoring services for your child.

Your minor’s Membership Number is: <<Member ID>>

After you have logged in for the first time, you will see a screen with the title “Confirm Your Information”. Before Minor Identity Monitoring services can be activated, you must follow the instructions below:

1. Change the “First Name” and “Last Name” fields to a parent or guardian’s name.
2. Change the address that appears to the parent or guardian’s current address.
3. Enter the parent or guardian’s date of birth and Social Security number.
4. Enter the email address and password you would like to use for the account.
5. Click the “Create Account” button. After the account is created, you will be able to activate your child’s Identity monitoring service.

What you can do.

Please review the enclosed “Additional Resources” section included with this letter. This section describes additional steps you can take to help protect your minor, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For more information.

If you believe there was fraudulent use of your minor’s information and would like to discuss how you may be able to resolve those issues, please call our dedicated hotline number, 1-800-741-5716, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have the membership number above ready.

Safeguarding your minor’s information is important to us. We are very sorry for any concern or inconvenience this incident may cause or may have caused you. We trust that the services we are offering to you demonstrate our continued commitment to your minor’s security and satisfaction.

Sincerely,



Barb Nelson, LCPC
Licensed Clinical Professional Counselor
Renew Wellness Center Co-Owner



Stacy Peterson, LCPC
Licensed Clinical Professional Counselor
Renew Wellness Center Co-Owner

Additional Steps to Help Protect Your Information

Review personal account statements and credit reports. We recommend that you remain vigilant by reviewing personal account statements and monitoring credit reports to detect any errors or unauthorized activity. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call (877) 322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months. If you discover any suspicious items, you should report any incorrect information on your report to the credit reporting agency. The names and contact information for the credit reporting agencies are:

Equifax	Experian	TransUnion
1-866-766-0008	1-888-397-3742	1-800-680-7289
P.O. Box 105069	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com

Report suspected fraud. You have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You should report suspected incidents of identity theft to local law enforcement, your state's Attorney General, and/or the Federal Trade Commission.

Place Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. Starting September 21, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. To place a security freeze, contact the nationwide credit reporting agencies by phone or online. For more information, visit <https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>.

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- **Iowa Residents:** Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, (515) 281-5164.
- **Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, (502) 696-5300.
- **Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, (888) 743-0023.
- **North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.com, (919) 716-6400.

- **Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us, (877) 877-9392.
- **Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, (401) 274-4400.
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Know Your Rights Under the Fair Credit Reporting Act. The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. You have certain rights under the FCRA, which you can read about by visiting <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> and <https://www.consumer.ftc.gov/articles/0070-credit-and-your-consumer-rights>. These rights include: (1) You must be told if information in your file has been used against you; (2) You have the right to know what is in your file (you “file disclosure”); (3) You have the right to ask for a credit score; (4) You have the right to dispute incomplete or inaccurate information; (5) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (6) Consumer reporting agencies may not report outdated negative information; (7) Access to your file is limited to people with a valid need; (8) You must give your consent for reports to be provided to employers; (8) You may limit “prescreened” offers of credit and insurance you get based on information in your credit report; (9) You may seek damages from violators; and (10) identity theft victims and active duty military personnel have additional rights. For more information, visit www.ftc.gov/credit. States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General.



TAKE ADVANTAGE OF MINOR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Minor Identity Monitoring

Minor Identity Monitoring detects when names, addresses, and credit information is associated with your child's Social Security number. An alert will be sent when activity is detected. The presence of a credit file may be an indicator of identity theft or fraud for children who, as minors, should not have a credit history.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect **your child's** identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If **your child** becomes a victim of identity theft, an experienced Kroll licensed investigator will work on **their** behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. **Your child's** investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.

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